

Application for an Accord / Young Person's National Entitlement Card

Additional Information Sheet



Accord / Young Person's National Entitlement Card

As part of their Customer First programme the Scottish Executive, local councils and other agencies have introduced the National Entitlement Card aimed at making it easier for people to access public services across Scotland. Already over a million people are using their card to get access to concessionary travel, library membership and school meal payments. In time, anyone will be able to apply for a National Entitlement Card as councils across Scotland introduce the relevant services. In Aberdeen City, we already have a local entitlement card (Accord) that gives access to local services. These two functions are now combined in this one Accord / National Entitlement Card. The card will have the Accord design on one side, and the National Entitlement Card design on the other side.

How to complete this form

Note 1 Part 1 – Personal Details Sections A and B

There may already be some information about your personal details printed on this application form in section A. This is the information the council already has. If any of the information contained in Section A is incorrect or is missing, please complete Section B with the relevant details. If you make any changes in Part 1 Section B, we may contact you in order to confirm the new details. If Section A is blank, please complete all details in Section B.

Note 2 Part 1 and Part 5 – Photograph

Please attach a passport-type colour photograph in the space provided. Your photograph should be a recent colour close-up of your head and shoulders and be a good likeness. Your features should be clearly distinguishable against the background. Please do not wear a hat or head covering (unless for religious reasons), or wear a hood up, or wear dark glasses as these make it difficult to tell if it is you in the photo and we CANNOT ACCEPT IT. The photo should be 45mm x 35mm, in sharp focus, and printed on plain white photo quality paper.

Note 3 Part 2 – Young Scot

If you are 12-25 years old, your card will automatically have the Young Scot, EURO<26, and PASS hologram on it. Young Scot is the National Youth Information Agency for Scotland and is a registered charity. The Young Scot and EURO<26 logos entitles you to discounts and special offers in over 1,800 places across Scotland and in over 200,000 places in 42 European countries. Your card will also have the PASS (Proof of Age Standards Scheme) hologram on it, meaning you can use it as a proof-of-age card across the UK. You can find out more about this at www.youngscot.org

If you do NOT wish to have Young Scot, EURO<26, and PASS hologram branding on your card, please mark an X in the box in Part 2.

Note 4 Part 3 – Consent to Share your Data

We wish to share your personal details with departments and agencies of the Council, other Scottish Councils, the Scottish Executive and its agencies, and the Registrar General (this will include Young Scot unless you mark the box in Part 2 with an X). Sharing information with these bodies will not result in you receiving junk mail. This will ultimately benefit you and us by:

- ensuring that your personal details are correct and kept up-to-date wherever these bodies hold them
- helping us identify other public services that you may be eligible for now e.g. concessionary travel
- allowing us to contact you automatically if you become eligible for new services in the future
- allowing us to pass your basic information to other departments to make it simpler and quicker for you to apply for their services
- avoiding us all repeatedly asking you for the same information when you apply for new services
- avoiding you having to provide us with the same documents to prove you are eligible for new services

We need your permission to share your details to do this. You must put an X in the box in Part 3 of the application form to withhold your permission for us to share your data among these organisations.

Note 5 Part 4 – Applicants Declaration

Please sign and date the form. If you are not yet 12 years of age, you will need your parent/guardian to also sign the form.

Note 6 Part 5 – Photograph Referee's Declaration (for people under 26 years of age)

The card can be used as a proof of age, Therefore, we have to verify that the photograph you supply is actually of you. You must have someone who is in a professional job (like a teacher, doctor, nurse, community worker, social worker, police officer or religious leader) complete Part 5 of the application. If you are under 26 and part 5 is not completed, we will be unable to accept your application and it will be returned to you.

Note 7 Part 6 – Library and Information Services

If you wish to apply for library membership, please mark an X in the box. If you already have a library card, you can get your membership transferred on to your new Accord / National Entitlement Card. Just provide your 14 digit library membership number in the space provided and we will do the rest.

A parent or guarantor's signature is required for children and young people up to the age of 16. Guarantors must be aged 16 or over. Your guarantor should sign and date the form and provide their address if different from yours. If you want access to the Internet on library PCs then your parent or guarantor must sign the form.

Your library membership will have been added to your card when you receive it. You will be able to start using the Library and Information Service as soon as you receive your Accord / National Entitlement Card.

You will be able to use your library card at the Central Library and all branch libraries in the city to borrow books, talking books, CDs and DVDs.

Once you have completed the application form

- Once you have:
1. Completed and signed the form
 2. Had it signed by a parent or guardian if you are under 12
 3. Attached a passport style photograph and
 4. Had a professional person complete Part 5 (if under 26) you should:

Hand it in to your school office / Accord Administrator.

Data Protection – What does this mean to you?

The personal information you provide on the this form, your photograph and any other information you provide, should you wish to add further local services to your card, will be processed by Aberdeen City Council for the purposes of administration and determining your entitlement to other services available under the Accord Scheme. As we will be processing your personal data, Law requires that we comply with the Data Protection Act 1998. This means that we have a responsibility under Law to process your personal data fairly and lawfully, and according to the principles of the Data Protection Act 1998. Here are a few things the Act requires us to tell you:

1. Who is the Data Controller?

Aberdeen City Council (ACC), St Nicholas House, Broad Street, Aberdeen, AB10 1GY

2. Who is the Nominated Representative of the Data Controller?

City Solicitor, Resources Management Services

3. For what purposes is the personal data being collected?

- ✓ Administration of the Accord Scheme, including the identical replacement of your card, should it become lost or stolen; the security of the Accord Scheme, including the verification of who you are, should you report your Accord card as lost/stolen or request a replacement Accord card.
- ✓ Provision of the services that you have applied to be held within your personalised card (e.g. school catering, electronic purse, and your entitlement to Scotland-wide free bus travel). Also informing you of any improvements or changes to these services, as well as informing you of new services, as they become available.
- ✓ Direct marketing and promotion of goods, which may be applicable or of interest to you.
- ✓ We also may send you voluntary questionnaires from time to time in order to gain your valued feedback and opinions on Accord related products and services

4. In addition, we believe you may find the following information of interest:

- ✓ We will only process data which is adequate, relevant and not excessive in relation to the purposes for which it is being processed.
- ✓ We will ensure that the data processed is accurate and kept up to date, where necessary.
- ✓ We will only keep your data for as long as you require Accord card services
- ✓ You have the right to access your personal data by application in writing, along with a cheque or postal order for £10.00, made payable to Aberdeen City Council. Requests and fee to be sent to **Accord Scheme, Units 24 & 25, Frederick Street Business Centre, Frederick Street, Aberdeen, AB24 5HY.**
- ✓ You also have the right to request that processing of your personal data be ceased for the purpose of direct marketing. Requests in writing to **Accord Scheme, Units 24 & 25, Frederick Street Business Centre, Frederick Street, Aberdeen, AB24 5HY.**
- ✓ If you have Young Scot membership, we will also share your information with Young Scot, where it will be used for administration and service provision.

Should you have any questions regarding any aspect of this document or the application process, please call the Accord / National Entitlement Card Helpline on **0845 345 2789**